



February 19, 2010

IFYI HIGHLIGHTS

- Contact Center Feedback
- Small Group Policy
- Monthly Council Briefing
- Proposed Facility Planning
- Community Meeting for New Fire Station
- Parking Deck Security

TO: Mayor and Members of Council

FROM: Rashad M. Young, City Manager

SUBJECT: Items for Your Information

Contact Center Feedback

Attached is the weekly report generated by our Contact Center for the week of 2/8- 02/14/10.

Small Group Policy

Attached is a memo that was sent to Council as part of the IFYI on December 31, 2009, regarding the consideration of the small group policy. As we have had no resolution, I ask that you please review this document and provide me with feedback by the next Council Meeting, on March 2nd, 2010.

Monthly Council Briefing

Based on our work pattern over the last few months, I propose that we institute an additional briefing, for the first Tuesday of every month to coincide with the Council Meeting, starting at 3:00pm or 4:00pm. Please let me know your preference.

Proposed Facility Planning

As a follow-up to the Council Briefing, please share with me, your preference as it relates to the proposed facility plan. This will allow staff to make plans as we prepare the budget.

Community Meeting for New Fire Station

Attached is a letter from Fire Chief Grayson, announcing the construction of a new fire station to be located in District 2. The Greensboro Fire Department is holding a community informational meeting on Thursday, March 4th, 2010 at the Vandalia Presbyterian Church at 7:00pm, to answer questions and unveil the plans for Fire Station 61, (located in District 2).

Parking Deck Security

Beginning last week, we have increased security at all city parking decks. The Greensboro Police Department (GPD) is implementing a joint effort with Lankford Security Company to help improve the security and safety of the public utilizing city parking decks. The additional cost is covered as part of the Transportation budget. Lankford Company law enforcement representatives are trained public safety officers who also have the authority to issue citations and conduct arrests. An on-going training initiative is in place between GPD and Lankford to ensure proper communication and coordination.

Public Affairs Department Contact Center Weekly Report

Week of 2/8 – 2/14/10

Contact Center

3900 calls answered this week

Top 5 calls by area

Water Resources

Balance Inquiry – 1260
General Info. – 240
New Sign-up – 220
Cut-on/Same day – 131
Request to Cutoff – 99

Field Operations

Pothole Repair – 134
Bulk Guidelines – 61
Appliance Pickup – 45
Signal Malfunction – 44
No Service/Garbage – 41

All others

Police/Watch Operations – 325
Warrants – 126
Courts/Sheriff – 125
Online Payments - 83
Landfill/Transfer/HHW – 66

Comments

We received a total of 8 comments this week:

- 2 comments for Field Operations

Customer called to suggest that we paint yellow circles around the potholes until we can repair them so people will at least see where they are.

Caller said great job by Solid Waste truck driver on Halifax Street. Green can fell over and the contents spilled out. The driver came back, fixed the can, and picked up the mess.

- 2 comments for Police

Customer called to compliment the police officer that helped him with a citation. He wanted to compliment the officer for "going above and beyond by being considerate, understanding and helpful."

Customer called to commend the police officer that helped them with a citation. The officer was nice and professional while handling the situation and the customer wanted to commend her for a job well done.

- 1 comment for Parks and Recreation

Caller upset with the City for closing the Greensboro Farmer's Curb Market on Saturday, February 6. The customer said that the weather was not that bad and cannot understand why we closed the market.

- 1 comment for Planning

Caller wants the City to replace "about 200" trees that were cut down by a billboard company in this area. Caller said the trees were on Wendover between Battleground and Westridge. Customer will call until she sees the trees have been replaced.

- 2 comments for Water Resources

Construction and Maintenance for Water Resources replaced a sewer cap today within one hour of the customer's call. He wanted to say a special thank you for such prompt service.

Customer called to inquire about a last name change due to marriage and to transfer her water account as a tenant to another address, neither of which we are able to do over the

phone. Customer said that all other cities where she has lived have allowed tenants to do signups or transfer service for utility accounts online or over the phone. She said that this makes cities seem like they are more customer service oriented when they are able to offer such conveniences.

Overall

Calls about potholes increased last week as customers were anxious to know how soon they will be repaired. The high winds on Wednesday caused an increase in calls regarding malfunctioning traffic signals and other weather related issues. Call volume returned to normal by the end of the week.



December 23, 2009

TO: Rashad M. Young, City Manager
FROM: Denise N. Turner, Assistant City Manager
SUBJECT: Consideration of the Small Group Issue

As a follow-up to discussions at the Council retreat, December 11 and 12, Council has asked staff to bring the issue to the January 5, 2010 council meeting. Below are possible guidelines to help facilitate discussion and possible action for Council consideration.

Definition:

A small group meeting has generally been considered as one of 2 to 4 Council Members meeting, in one or more groups, with city staff to discuss various issues involving the City.

Possible Guidelines for Council Small Group meetings

Staff initiated meetings

The City Manager may find cause to initiate small group meetings of Councilmembers to brief participants on important subject matters to ensure Council has the information necessary to make public policy decisions. Only the City Manager can initiate staff meetings with Councilmembers.

All subject matter briefings are open to each member of Council.

Meetings will be scheduled in advance and all members will be notified of the subject matter and scheduled meeting times and locations. When arranging a small group meeting, the Manager will set multiple meeting times (with a minimum three meetings) to allow opportunities for all Members to attend the briefings.

In addition, if requested, the Manager will be available at alternative times to accommodate the schedule of Councilmembers who are not available for the arranged meetings.

The same agenda will be covered in each meeting. A meeting review document will be prepared once all meetings on the subject are finalized. This meeting review document will inform all members of unplanned topics that may have arisen during one of the meetings.

If a small group meeting is held impromptu and the urgency of the topic does not allow time for prior notification of all Members, the Manager will notify the entire Council that a meeting took place as soon as reasonable after the meeting. The Manager will arrange times to brief other members.

Council initiated meetings

Members of Council may find cause to initiate a small group meeting to discuss matters of importance to their constituents and/or increase their understanding of a particular subject matter.

All such meetings are open to each member of Council.

Councilmembers must arrange small group meetings through the City Manager. The Manager will make staff available as necessary to ensure the effectiveness of the meetings.

Meetings will be scheduled in advance and all members will be notified of the subject matter and scheduled meeting times and locations.

If requested, additional meetings will be set for other Councilmembers.

The same agenda will be covered in each meeting. A meeting review document will be prepared once all meetings on the subject are finalized. This meeting review document will inform all members of unplanned topics that may have arisen during one of the meetings.

If a small group meeting is held impromptu and the urgency of the topic does not allow time for prior notification of all Members, the Manager will notify the entire Council that a meeting took place as soon as reasonable after the meeting. The Manager will arrange times to brief other members, if requested.

RMY/mm/tll

CC: Bob Morgan, Deputy City Manager
Andy Scott, Interim Assistant City Manager
Terry Wood, City Attorney



City of Greensboro

North Carolina

Fire Department

February 13, 2010

Dear Greensboro Resident and/or Property Owner,

Greetings! Greensboro City Government is in the process of building a new fire station on Vandalia Road near the intersection with Elm-Eugene Street. This fire station is part of a 2006 voter approved bond package for new fire stations. Greensboro Fire Station 61 will be located at 103 West Vandalia Road. Construction of this fire station represents a significant investment by the City of Greensboro in public safety critical infrastructure. This station will allow the men and women of the Greensboro Fire Department to significantly improve the level of emergency services delivered in this area of our city.

As we move forward with adding this valuable resource for your community, we very much want to be good neighbors and would like to ask for your partnership at the very beginning of station construction. To begin helping to open the lines of communication with our soon to be neighbors, we will be holding an informal community informational meeting:

Thursday, March 4, 2010
Vandalia Presbyterian Church - 101 West Vandalia Road
7:00pm

At this meeting, there will be representatives from the Greensboro Fire Department as well as the architect for the project and the general contractor to help with any questions you may have.

It is our hope that we can be responsive to your needs and concerns from here forward. If you should have any questions or need more information, please contact me or Battalion Chief Mike Swails at **336-412-5723** or by email at Ronald.Swails@Greensboro-NC.gov. Chief Swails is our project manager for this station and is a good contact for you throughout the construction process should you have questions or need assistance.

We are very proud to serve and protect you and we look forward to increasing your level of emergency services. We warmly welcome you to attend the community informational meeting, or contact us if we can be of service. Thank you for your continued support of the Greensboro Fire Department!

Sincerely,

Gregory H. Grayson
Fire Chief